



SYSTEMS, SOPS & OPERATIONS

Stop Running Your Agency on **Email and Memory.**

I document what your team already does well, repair the gaps quietly, and give your administrators the command center they actually work from — a configurable admin portal built on a proven foundation and turned on section-by-section for your size and budget. Branded, hosted, with training and a handover, so you own a system specific to you instead of rebuilding from scratch.

20%+

of every dollar is the overhead service organizations carry — most of it lost to scattered, manual administration.

Stanford Social Innovation Review, "The Nonprofit Starvation Cycle." Systems convert that overhead back into mission time.

One

Single source of truth for every client and record

Modular

Features turned on as your organization grows

Hosted

Branded portal with training and full handover

THE PORTAL

- **Client & case records** in one place, role-based access
- **Document hub** with your manuals and forms attached
- **Scheduling & coordination** for shifts and handoffs
- **Communications dashboard** and shared tasking
- **Dashboards & data export** for reporting

THE DOCUMENTATION

- SOPs for programmatic and back-office work
- Client and case-management workflow design
- Operations handbooks a new hire can actually use
- Intake and records workflows that hold up under review
- Modules turned on or off as your organization changes

FROM BINDER TO COMMAND CENTER

TODAY

Knowledge in one person's head · files scattered across inboxes · no audit trail

TRANSITION

I document, repair gaps quietly, and set up your portal section-by-section

RESULT

One source of truth · staff freed to do the work · survey-readiness at a glance

WHY HIRE ME

The portal is built on a proven foundation and configured to your size and budget — **enterprise-grade operations for a small team**, not a rip-and-replace migration you can't afford. You own the system when I hand it over; you are not renting my presence forever.